St Hugh’s College – Job Description

Job Title: Waiting and Bar Staff – temporary - casual

Reports to: Hall Team Leader

Direct Reports: None

Role Context

St Hugh’s College catering team consists of between 26 and 80 highly motivated full time and casual members, committed to providing fresh and exciting catering to our students, academics and also commercial guests and VIPs. We provide catering for 51 weeks of the year to:

- around 400 students (between October and July) on a full board basis;
- around 35 formal academic dinners per year;
- more than 5 weddings per year;
- VIP dinners (including to royalty);
- Conference guests;
- external functions

Ideally should have some previous experience, including those from within the 4 or 5 star hotel sector, who has a relaxed and sociable personality, to fit in with the friendly atmosphere of this college.

Working in a catering environment requires an element of physical manual handling which can include lifting and transporting catering equipment between our many different buildings, including heavy plates.

Overall Objectives

This is a role with varied duties with daily interaction with students, fellows, external visitors, and VIP clients. On a daily basis, you will be clearing and setting tables, serving meals and dealing with payments. You may also be asked to assist with College functions, where you would greet guests, serve drinks and canapés, and take responsibility for ensuring that guests enjoy their experience. The role will also involve some light cleaning duties.

Key Responsibilities

Food and Drink Service

- Meet and greet our students, academics, staff and commercial guests
- Be aware of menus, and serve food from the hot plate.
- Wait at table for College and conference functions (including occasional silver service).
- Serve wines and hot drinks.
- Operate tills during service.
- Make sure tables are clean and tidy after service.
- Assist with refreshments for conferences and events, around the college site.
• Assist with preparation of cutlery, crockery and glassware before and after service, including polishing.

**Administration**

• Ensure that food service and kitchen processes comply with all relevant standard operating procedures, regulations and hygiene requirements.
• Complete cleaning rotas.
• Work collaboratively as part of a busy team.
• Use and care of servery equipment, including daily and weekly cleaning.
• Report faulty or damaged equipment.

**Selection Criteria**

Excellent customer service skills, including great communication skills and a willingness to help, “can do” attitude and able to serve with a smile
Passion for food and beverage
High standards of personal hygiene
The ability to remain calm under pressure, and to present a friendly and smiley face to the guest
Awareness of Health & Safety issues
Ability to work alone and as part of a team
Ability to work shifts including evenings, weekends and public holidays as the demands of the role require
Previous experience is desirable

**Terms and Conditions**

Wage - £9 per hour plus holiday pay
Work will be offered to you on an ‘ad hoc’ basis as and when there is work to be done which may include weekend and evenings
On the job training will be provided